

CLAIMS

1. An instrument for evaluating supply chain performance in transport logistics including a plurality of measurement items wherein said items are divided into
5 at least the dimension of service effectiveness for shippers, service effectiveness for consignees and operations efficiency for transport logistics providers.
2. An instrument for evaluating supply chain performance in transport logistics
10 as claimed in claim 1 wherein at least one of said service effectiveness for shippers and/or said service effectiveness for consignees is further sub-divided into reliability and responsiveness.
3. An instrument for evaluating supply chain performance in transport logistics
15 as claimed in claim 1 wherein said operations efficiency is further divided into cost and asset aspects.
4. An instrument for evaluating supply chain performance in transport logistics
20 as claimed in claim 1 wherein said plurality of measured items include at least one or more items substantially related to any of the following:
 - Fulfill promises to shippers
 - Solve shippers' problem
 - Perform services for shippers right the first
 - Provide services at the time promised to the shippers
 - Keep shippers' records accurately
 - Tell shippers exactly when services will be performed
 - Give prompt services to shippers
 - Willingness to help shippers
 - Timely response to shippers' requests
 - Reduce order management costs

- Reduce costs associated with facilities/ equipment/ manpower used in providing the services
- Reduce warehousing costs
- Reduce transportation costs
- Reduce logistics administration costs
- Improve the rate of utilization of facilities/ equipment/ manpower in providing the services
- Improve the cash to cash cycle time
- Improve net asset turns
- Fulfill promises to consignees
- Solve consignees' problems
- Perform services for consignees right the first time
- Provide services at the time promised to the consignees
- Keep consignees' records accurately
- Tell consignees exactly when services will be performed
- Give prompt services to consignees
- Willingness to help consignees
- Timely response to consignees' requests

5. A method for evaluating supply chain performance in transport logistics comprising:

- providing an instrument for evaluating supply chain performance in transport logistics including a plurality of measurement items wherein said items are divided into at least the dimension of service effectiveness for shippers, service effectiveness for consignees and operations efficiency for transport logistics providers; and
- evaluating performance based on an evaluation of performance of said measurement items in said instrument.